PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of : Group Art Unit:

Carl Phillip Gusler

Rick Allen Hamilton, II

Timothy Moffett Waters

Intellectual Property

Serial No.: : Law Department

Filed: : International Business

Machines Corporation

11400 Burnet Road

Austin, Texas 78758

Title: Employing Speech :

Recognition and Key Words to :

Improve Customer Service

IBM Docket No.: AUS920010967US1 :

INFORMATION DISCLOSURE STATEMENT

Assistant Commissioner of Patents Washington, D. C. 20231 Sir:

Applicants submit herewith patents, publications or other information of which they are aware, which they believe may be material to the examination of this application and in respect of which there may be a duty to disclose in accordance with 37 CFR 1.56.

While this Information Disclosure Statement may be

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"material" pursuant to 37 CFR 1.56, it is not intended to constitute an admission that any patent, publication or other information referred to herein is "prior art" for this invention unless specifically designated as such.

In accordance with 37 CFR 1.97(g) the filing of this Information Disclosure Statement shall not be construed to mean that a search has been made or that no other material information as defined in 37 CFR 1.56 (a) exists.

The attached forms, PTO/SB/08A and 08B, provide a listing of patents, publications, or other information as required by 37 CFR 1.98 (a)(1).

A copy of each of the items on PTO/SB/08A and 08B is supplied herewith.

Respectfully submitted,

Paul D. Heydon

Attorney for Applicant

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INFORMATION DISCLOSURE STATEMENT BY APPLICANT Application Number Filing Date First Named Inventor Group Art Unit Examiner Name Attorney Docket Number ATIS 9 2 0 0 1 0 9 6 7 TIS 1	Substitu	de for form 1449A/PTO	ŀ		Complete if Known			
STATEMENT BY APPLICANT First Named Inventor C. Gusler Group Art Unit Examiner Name	INFORMATION DISCLOSURE				Application Number			
Group Art Unit Examiner Name					Filing Date			
Group Art Unit Examiner Name	STATEMENT BY APPLICANT			PPLICANT	First Named Inventor	C. Gusler		
					Group Art Unit			
Sheet of Attorney Docket Number AUS 9 2 0 0 1 0 9 6 7 US 1					Examiner Name			
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					U.S. PATENT DOCU	MENTS		
Examiner Initials	Cite No.1	U.S. Patent		rent Code ²	Name of Patentee or Applicant of Cited Document	Date of Publication of Cited Document MM-DD-YYYY	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	
		6,100,	882		Sharman, et al.	8/8/00		
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		5,832,	063		Vysotsky et al.,	11/3/98		
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		6.055.	497		Hallkvist et al	4/25/00		
		5,797,	116		Yamada et al	8/18/98		_
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Substitu	ute for form 1449B/PTO		Complete if Known			
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INF	ORMATION	DISCLOSURE	Filing Date			
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Examiner Initials	Cite No.1	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, page(s), volume-issue number(s), publisher, city and/or country where published.	, J.
		PHILLIPS, "VoiceXML and the Voice / Web Environment:	
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